



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
Employee Suggestion Program • Teamwork Incentive Program
6880 Capitol Boulevard • PO Box 40244
Olympia, WA 98504-0244
Tel: 360.704.5203
Fax: 360.704.7830
TTY: 360.664.0515
www.secstate.wa.gov

AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
January 7, 2011
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*December 3, 2010*)
- Monthly Staff Update --Tracy Workman
- Teamwork Incentive Program Applications – Final
--Reviewers: Scott Turner and Rich Tomsinski
- Employee Suggestion Adopts
--Reviewer: Rich Tomsinski
- Employee Suggestion Non-Adopts
--Reviewer: Scott Turner
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212 or for TIP, contact Linnaea Jablonski at 360.704.5259*



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Productivity Board Meeting Minutes December 3, 2010

WELCOME & INTRODUCTIONS

Scott Turner called the meeting to order at 10:01 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Martin Casey, Mike Kerschbaum, Wanda Riley and Scott Turner

Board Members absent: Sam Reed, Brian Sonntag, Kathy Goebel, George Masten, and Rich Tomsinski

Staff present: Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the November 5, 2010 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that the first Public Service Recognition Week meeting was held and Productivity Board staff is currently working on the Extra Mile nomination form and press release, which will go out towards the end of the month.

Because of budget reductions, the Productivity Board will not be hosting a formal Innovations in State Government Awards ceremony. Instead we will invite the award winners to the February or March Board meeting to be recognized by board members. There will still be some type of award for them, which will be presented at the meeting.

Linnaea Jablonski met with the Tacoma Rainiers to discuss State Employees Day in their new stadium. A date has not yet been set but they are looking forward to hosting the third annual state employees day.

Tracy is working on the State Employees Day with the Mariners and it looks like it will be held on July 29th, which is a rare Saturday afternoon game vs the American League East Champs Tampa Bay. It is also the torchlight Parade night if folks want to stay in the city for that. Tracy also wants to do something different for the first pitch; but doesn't know what that is yet.

EMPLOYEE SUGGESTION ADOPTS

Shad Bell reported for reviewer George Masten that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

Mike Kerschbaum reported that he concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

NEXT BOARD MEETING

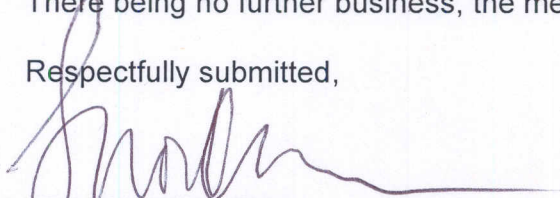
The next Board meeting is scheduled for January 7, 2011 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for January are Rich Tomsinski and Scott Turner. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:15 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 12/06/10

Washington State
Productivity Board
Teamwork Incentive Program

January 2011

Final Report

AGENCY: Liquor Control Board

TEAM: Landline and Cell Phone Process Improvement Committee

PROJECT PERIOD: October 2009 – September 2010

OVERVIEW: To consolidate all cellular phones to one account/one pool of minutes which creates an additional pool of 15,000 minutes for all agency cell phones. Standardize all voice phones, require SCAN numbers & World Cards in all stores to eliminate multiple carrier bills and standardize stores to utilize DIS contracted rates. Standardize all telephone services by Eliminating underutilized landline telephones for those who conduct business only on agency cell phones. Establish "not to exceed" amount for payment approvals, reducing emails, payment delays and a reduction in paper usage.

TEAM GOALS:

- 1- To improve and implement changes to the agency telephone billing process.

TEAM ACHIEVEMENTS:

Implementation of plan documented in attached savings matrix, before and after flow charts, phone survey and cellular account consolidation.

ACTUAL NET SAVINGS:

\$15,082.00

AWARD CALCULATION:

25% of Actual Net Savings

TOTAL TEAM AWARD:

\$ 3,770.50

Employee	Award \$
Allison Fry	\$942.62
Skip Leingang	\$942.62
Aimee Powell	\$942.62
Krista Wisner	\$942.62

* Reviewers: Rich Tomsinski and Scott Turner



Secretary of State
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WASHINGTON STATE PRODUCTIVITY BOARD
TEAMWORK INCENTIVE PROGRAM

RECEIVED

NOV 12 2010

Complete this form **AFTER** the project has been implemented.

General Ledger Accounting

This report serves as the application for teams that apply to the Productivity Board after their team project has been implemented. Teams must meet the following criteria:

1. Submit the completed application form to the Productivity Board within one year of full implementation of the team project.
2. The report must be submitted to the Productivity Board by the agency, with the agency head's approval.
3. Teams should demonstrate plans to operate at a lower cost or with an increase in revenue with no decrease in the level of services rendered.
4. Provide a list of all team members and the percentage of savings the team members will share. Note: The percentage of savings/revenue is up to 25%, with a maximum of \$10,000 per person. Also, include the percentage of the share each team member shall receive.
5. The completed team application should include the Team Member Authorization Form and the Agency Authorization Form.

APPLICATION FORM

TEAM NAME

Landline and Cell Phone Process Improvement Committee

AGENCY

Washington State Liquor Control Board

PROJECT PERIOD

October 2009 to September 2010

RECEIVED

TEAM OVERVIEW

NOV 01 2010

Provide a brief summary of the project. Please include attachments if needed.

The committee's goal was to improve and implement changes to the Agency telephone billing process.

Productivity Board

The committee identified these categories to implement changes:

- Consolidate all cellular phones to one account
- Require SCAN numbers & World Cards in stores
- Standardize all telephone services
- Eliminate underutilized landline telephones who conduct business only on Agency cellular phone
- Eliminate landlines from Department of Information Services (DIS) bill that are no longer being used by Retail stores
- Establish "not to exceed" amount for payment approvals, reducing emails and delays
- Changes in communication

RECEIVED

NOV 29 2010

Productivity Board

ACHIEVEMENTS

Provide an overview of what the team achieved during the project period.

The committee recommended the implementation of the following changes:

- Consolidate all cellular phones to one account/one pool of minutes which created an additional pool of 15,000 minutes for all Agency cell phone users to share.
- Standardize all voice phones to \$39.99 per phone and data plans to \$89.99 per phone.
- Require SCAN numbers & World Cards in all state liquor stores to eliminate multiple carrier billings and standardize stores to utilize DIS contracted rates.
- Standardize all telephone services by reducing all telephone services at store level to "basic" service (no voicemail, call forwarding, etc...). This results in a reduction of approval requests by email as well as eliminates unnecessary extra telephone charges.
- Eliminate underutilized landline telephones by identifying employees who are willing to cancel their Agency landline telephone and conduct business solely on their Agency supplied cellular phone. This eliminates monthly charges for underutilized landlines as well as eliminates SCAN and World Card long distance by utilizing Agency pool of cellular long distance.
- Elimination of telephone lines that have been identified as no longer being utilized on the Department of Information Services (DIS) monthly bill. This significantly reduces our monthly bill.
- Reduce email approvals by establishing a monthly "not to exceed" amount for each agency telephone thus reducing emails, payment delays and a reduction in paper usage.
- Improved communication between the Telecommunication and Finance Departments equals a decrease in unnecessary charges such as the disconnection of Agency telephones in a timely manner as well as changes in telephone services.

PERFORMANCE MEASURES

The team will need to show how the improvement will be measured, as the process currently exists, and with the anticipated improvements. Please describe and provide the following:

1. Flow chart showing origins, handling, and destination of the process before and after project.
2. Matrix listing specific action items and their associated costs (current costs of doing business, i.e., number of forms per year, number of forms processed per day, etc.).
3. Process used to track the team's progress.

Performance measures that will be used:

Attached are the following documents that substantiate how the committee improved and implemented changes to the Agency's previous telephone billing process. Those documents are as follows:

- \$ Saving Matrix
- Before & after flow charts
- Phone survey
- Cellular account consolidation

TOTAL ACTUAL NET SAVINGS AND/OR REVENUE

Please provide documentation showing how the savings was derived.

Please see the attached matrix showing the detailed breakdown of anticipated Agency hard savings:

\$60,328 / yearly total savings \$120,656 / biennium total savings

Note: Awards are paid by the agency in which the team is located and/or from the benefitting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period.

PERCENTAGE OF SAVINGS AND/OR REVENUE THE TEAM IS ENTITLED TO FOR AN AWARD:

25 % of Annual Savings

Note: The percent of savings or revenue (up to 25%, with a maximum of \$10,000 per person) the team is entitled to for an award, shall be agreed upon by the agency and team, prior to submitting this report to the Productivity Board.

TOTAL TEAM AWARD

\$ 15,082

TEAM AUTHORIZATION FORM

As certified by my signature below, I approve the application as submitted and agree with the information provided in the report.

TEAM MEMBER NAME (type or print) Allison Fry
JOB TITLE Fiscal Technician
Phone # 360-664-1790 E-mail Address AF@liq.wa.gov AWARD RATIO 25%
X Allison Fry Signature 10-19-10 Date

TEAM MEMBER NAME (type or print) Skip Leingang
JOB TITLE Network Technician
Phone # 360-664-1755 E-mail Address SGL@liq.wa.gov AWARD RATIO 25%
X Skip Leingang Signature 10/19/10 Date

TEAM MEMBER NAME (type or print) Aimee Powell
JOB TITLE Fiscal Analyst
Phone # 360-664-1708 E-mail Address AP@liq.wa.gov AWARD RATIO 25%
X Aimee Powell Signature 10/18/10 Date

TEAM MEMBER NAME (type or print) Krista Wisner
JOB TITLE Fiscal Analyst
Phone # 360-664-1676 E-mail Address KMW@liq.wa.gov AWARD RATIO 25%
X Krista Wisner Signature 10/18/10 Date

AGENCY AUTHORIZATION FORM

AGENCY _____

UNIT/DIVISION _____

TEAM NAME _____

As certified by my signature below, I approve the above named unit/division to participate and receive the agreed upon award in the Teamwork Incentive Program. Awards up to 25 percent of net savings or revenue gains resulting from improvements made during the project period will be distributed according to the agreements made by the agency and team. The Agency Head may determine whether to waive the requirement of signatures from the unit supervisor, and/or fiscal/budget officer. The Agency Head must sign the report if he/she agrees with the team becoming an official Teamwork Incentive Program team.

As certified by my signature below, I have reviewed and agree with the information provided in the team report, and support the team receiving the award recommended in the report.

AGENCY PRODUCTIVITY BOARD COORDINATOR

Date

Pat Kohle

11/17/10

AGENCY HEAD

Date

Note: The agency head has the authority to waive the following signatures:

UNIT SUPERVISOR

Title/Date

R. J. Simon

AGENCY FISCAL OFFICE

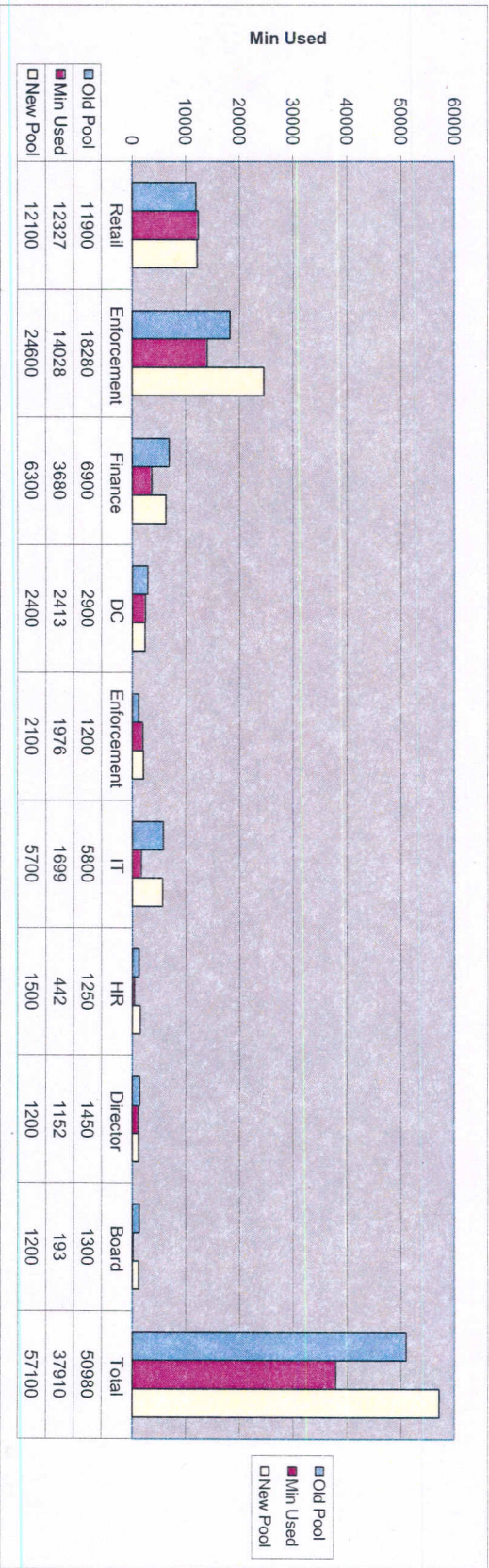
DIRECTOR Admin Services 10/20/10

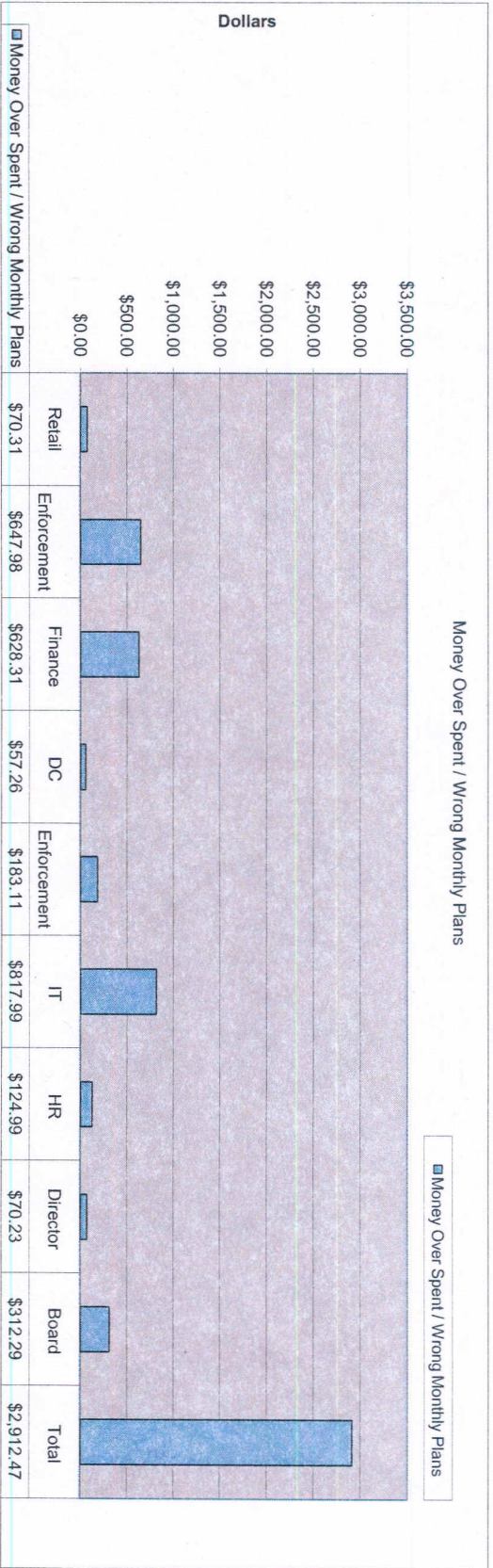
Title/Date

Cell phone consolidation

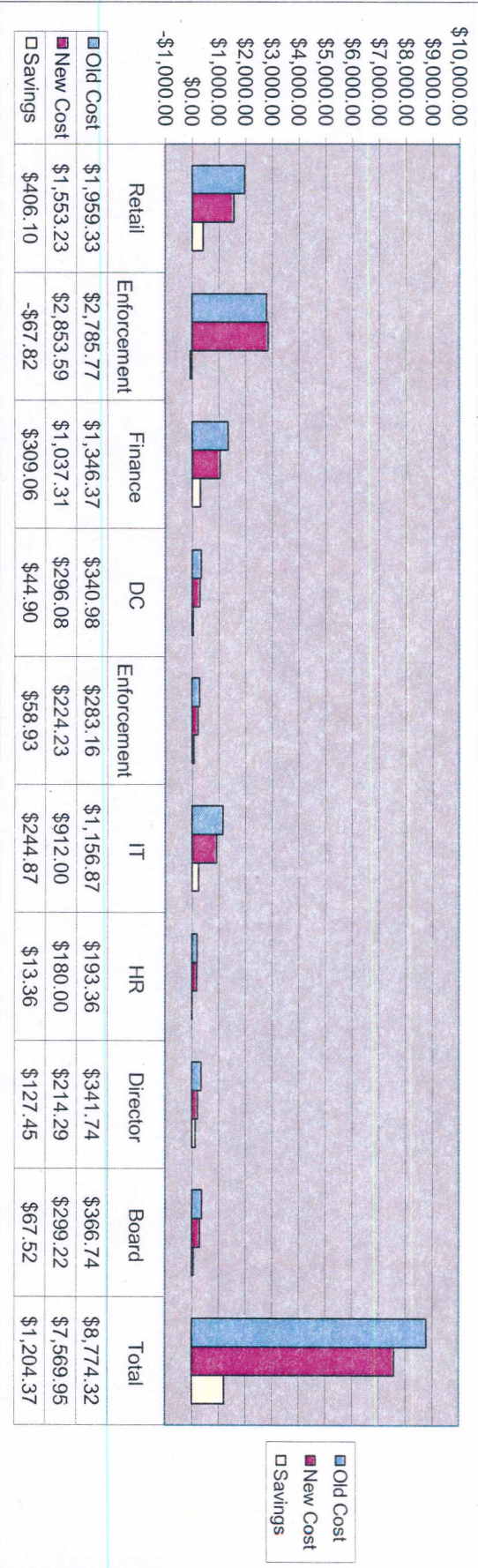
Account	Name	Pooled Min Old	Min Used	Min Over Old	Cost Old	Dollars Overspent	Pooled Min New	Pooled Min Diff	Min Over New	Cost New	Savings Per Month	Savings Per Year
571104027	Retail	11900	12327	427	\$1,959.33	\$70.31	12100	200	227	\$1,553.23	\$406.10	4873.2
671104698	Enforcement	18280	14028	-4252	\$2,785.77	\$647.98	24600	6320	-10572	\$2,853.59	-\$67.82	-813.84
671103457	Finance	6900	3680	-3220	\$1,346.37	\$628.31	6300	-600	-2620	\$1,037.31	\$309.06	3708.72
971103905	DC	2900	2413	-487	\$340.98	\$57.26	2400	-500	13	\$296.08	\$44.90	538.8
671015822	Enforcement	1200	1976	776	\$283.16	\$183.11	2100	900	-124	\$224.23	\$58.93	707.16
371108637	IT	5800	1699	-4101	\$1,156.87	\$817.99	5700	-100	-4001	\$912.00	\$244.87	2938.44
365375781	HR	1250	442	-808	\$193.36	\$124.99	1500	250	-1058	\$180.00	\$13.36	160.32
871103182	Director	1450	1152	-298	\$341.74	\$70.23	1200	-250	-48	\$214.29	\$127.45	1529.4
971103111	Board	1300	193	-1107	\$366.74	\$312.29	1200	-100	-1007	\$299.22	\$67.52	810.24
	Total	50980	37910	-13070	\$8,774.32	\$2,912.47	57100	6120	-19190	\$7,569.95	\$1,204.37	14452.44

Pooled Monthly Min More	Pooled Yearly Min More
6120	73440





Cost / Savings Per Month



Washington State Productivity Board

ADOPT REPORT

January, 2011

Attorney General's Office

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000226 Jul2010	Marci Phillips	Olympia	Recognition
<hr/>			
<i>Savings/Desc</i>			
<i>Suggestion:</i> The Office of the Attorney General (ATG) should lock all Special Assistant Attorney General or outside rates for term of the agreements to keep them from raising the costs.			
<i>Evaluation:</i> Modified adopt. The ATG will adopt a modified version of this suggestion. A blanket rate "freeze" will not be imposed, but guidance will be issued to contract decision-makers directing them to consciously evaluate the variables and to deny rate increase requests where appropriate and fiscally responsible. Though hard dollar saving cannot be attributed to the suggestion, we appreciate the suggestion and recommend a recognition award.			

Department of Labor & Industries

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000014 Jan2010	Brian Edie	Olympia	\$4,461.00
<hr/>			
<i>Savings/Desc</i> \$44,461.00			
<i>Suggestion:</i> The Department of Fish and Wildlife should adjust the HRMS programming to correctly deduct Labor and Industries taxes when a pay period contains a holiday.			
<i>Evaluation:</i> Due to this suggestion, Fish and Wildlife reported an amended quarterly report and remitted the underreported premiums in the amount of \$44,461.00. We appreciate this employee's attention to detail and recommend a 10% recognition award of \$4,461.00			

Health Care Authority

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i>	Peter Beaton	Olympia	Recognition
200800178	Jovi Swanson	Olympia	Recognition
May2008	Denise Finch	Olympia	Recognition
	Brook Lawson	Olympia	Recognition
	Michelle Davis	Olympia	Recognition

Savings/Desc

Suggestion: The Health Care Authority (HCA), Wellness Program, should combine the campaign to save energy with the campaign that promotes physical activity to encourage people on the benefits of taking the stairs versus the elevator would have on each.

Evaluation: This suggestion will be integrated into the Washington Wellness program through HCA that works with agencies and institutions of higher education to improve the health of the State workforce. Though there are no hard dollar savings involved, HCA appreciates the suggestion and anticipates implementing it in the first quarter of 2011.

Washington State Productivity Board

NON-ADOPT REPORT

January, 2011

Department of Labor & Industries

Suggestion Number

Entry Date:

201000356

Oct2010

Suggestion: The Department of Labor & Industries (L&I) should offer a list on their "Who to Call" directory of four additional telephone numbers that might be of further assistance to the customer calling in for help.

Evaluation: The Who to Call directory is for agency internal use only and in many cases there is only one staff member with the expertise to answer specific questions. L&I recognizes this can be an issue for callers needing information quickly, and we are working on a solution. Unfortunately, this suggestion is not a feasible answer but the idea is appreciated.

Department of Licensing

Suggestion Number

Entry Date:

201000355

Oct2010

Suggestion: The Department of Licensing (DOL) should require all Collector Vehicle and Horseless Carriage vehicles to pay yearly renewal fees, plus a reasonable extra fee for the privilege of using the vehicle unlimited on the roadways. Require all vehicles to be licensed with state issued Collector vehicle or Horseless Carriage plates and only be able to use original year plates that meet the RCW/WAC requirements and are not fake/counterfeit while in parades or parked at a car show. Require trucks up to 26,000 gross weight to pay tonnage and require the vehicles to pay any Regional Transit Authority taxes.

Evaluation: Though this suggestion would generate revenue for Washington, statutory revision would be required to implement this change. While DOL does not intend to seek a change in legislation, if legislation were to change we would support it.

Department of Personnel

Suggestion Number

Entry Date:

201000364

Nov2010

Suggestion: For mandatory trainings, the Department of Personnel (DOP) should allow employees to take online tests to demonstrate they understand the intent of the policies that are addressed instead of taking the actual training.

Evaluation: Requires statutory change. Most of the training State employees are required to attend are statutorily specified. These laws and rules all specifically designate training and do not allow for testing to replace the training. However, DOP is moving a number of the required training classes to online courses in an attempt to reduce both the cost of taking the class and the costs associated with travel to and from the training.

Department of Social & Health Services

Suggestion Number**Entry Date:**

201000360

Oct2010

Suggestion: The Department of Social and Health Services (DSHS), Community Service Offices (CSO), should have envelopes available for ordering through the Fulfillment Center. This would allow offices to order smaller amounts because the envelopes are already printed and ready for shipment.

Evaluation: Cost outweighs the benefit. The cost of storage and the risk of deterioration of the envelope glue from long-term holding outweighs the savings. In addition, the information printed on the envelopes changes regularly and would likely result in the wasteful disposal of thousands of envelopes annually if enough were printed and stored for "on-demand" orders by individual CSOs.

Department of Social & Health Services

Suggestion Number**Entry Date:**

201000361

Nov2010

Suggestion: The Department of Social and Health Services should have different terms for different processes instead of always using "good cause". For example, Good Cause for not participating in Workfirst and Threat of Harm exemption for not cooperating with Division of Child Support when they feel doing so would put their lives in danger.

Evaluation: Training issue. Good cause simply means there is a determination or a good reason to act or not act in a particular instance for specific reasons related to a particular case. The problem is not with the terminology but instead a training issue being addressed with the suggester.

Department of Transportation

Suggestion Number**Entry Date:**

201000367

Nov2010

Suggestion: The Department of Transportation (DOT) should move Olympic Region Environmental Services that is currently located at Point Plaza West Bldg 4, 3rd floor to Point Plaza West Bldg 1, 3rd floor.

Evaluation: Not a new idea. This idea was first discussed in July 2009 and is currently being actively considered as the lease expires for the Point Plaza West building in March 2011.

Department of Transportation

Suggestion Number**Entry Date:**

201000386

Nov2010

Suggestion: The Department of Transportation (DOT) should use the special snowplow equipped with a tow-plow like the one Ohio Department of Transportation is using.

Evaluation: DOT has evaluated the use of the TowPlow technology and found it not to be cost effective for our operations at this time, primarily due to substantial cost to purchase and implement the use of equipment that would not likely see frequent use to justify the initial expense.

Department of Transportation

Suggestion Number**Entry Date:**

201000352

Oct2010

Suggestion: The Department of Transportation (DOT) should take back the Alaskan Way Viaduct (SR 99) maintenance from the City of Seattle and save the department hundreds of thousands of dollars that are currently being paid out to city employees for maintaining the state highway.

Evaluation: Not a new idea. The Alaska Way Viaduct will be demolished in 2015 or 2016 at which time DOT anticipates maintaining the new tunnel that replaces it. Taking over the maintenance of additional bridge maintenance by adding staff to do so then changing to specialists in tunnel maintenance in a few years is not cost effective or good management. It is better to continue contracting with the City of Seattle until the new tunnel is built and canceling the maintenance agreement at that time.

Department of Transportation

Suggestion Number**Entry Date:**

200900088

Feb2009

Suggestion: The Department of Transportation (DOT), Bridge and Structures office, should stop using MicroGDS for their computer aided drafting software and use MicroStation instead.

Evaluation: Resources not available. There is a substantial initial cost to the Bridge and Structures office to change its primary drafting software from MicroGDS to either MicroStation or AutoCAD. Though both options could have lower costs in the second year of use, it would take a number of years to recover the initial expense. Due to projected budget reductions, making a change such as this is not an option.

Department of Transportation

Suggestion Number**Entry Date:**

201000232

Jul2010

Suggestion: The Department of Transportation should print certificates two to a page to cut down on printing costs.

Evaluation: Cost outweighs the benefit. DOT feels our employees find value in hanging or displaying their awarded certificates. Given standard document frames are 8.5" x 11" in size, reducing the print size to half page would make it difficult to frame the certificates for this purpose.

Department of Transportation

Suggestion Number**Entry Date:**

201000239

Jul2010

Suggestion: The Department of Transportation (DOT) should post or display certificates in a virtual format to cut down on printing costs.

Evaluation: Not a new idea. This idea was discussed in June 2010. DOT has been researching adding a virtual award "wall" on the agency's intranet page to not only reduce printing costs but create a new way of recognizing employees' accomplishments.

Employment Security Department

Suggestion Number **Entry Date:**

201000273 Aug2010

Suggestion: The Employment Security Department (ESD) should have an option in SKIES to put email contact information and use it as another way of correspondence.

Evaluation: Not a new idea. The email address field is currently optional in the SKIES system. It is intended for those job seekers who have an email address, who are comfortable providing it, or those who have a computer at home to use that email address. When ESD attempted requiring an email address for applicants in the past, it created many issues for staff and for users of the SKIES system. Therefore, providing an email address will remain optional at this time.

Health Care Authority

Suggestion Number **Entry Date:**

200800260 Jul2008

Suggestion: The Health Care Authority (HCA) should send the Explanation of Benefits (EOB) notices out via email when available instead of sending hard copies in the mail to save on paper, postage, etc.

Evaluation: Not a new idea. The option to receive Explanation of Benefits notices online rather than in paper form is already in place for employees to choose through the Health Care Authority.

Health Care Authority

Suggestion Number **Entry Date:**

200800633 Dec2008

Suggestion: Health Care Authority (HCA) should put the benefit explanation packets in a CD format for distribution.

Evaluation: Using a CD format for the benefit explanation information has been considered in the past but it was found the cost to implement outweighs the potential savings.